

National Finance Center
Government Employees
Services Division

Project Control Office Communication Plan
Version 2.0

June 22, 2011

Introduction

While supporting the NFC's overall mission, the Government Employee Services Division (GESD) maintains core functions of software development, customer service, business development and the production operations for the Payroll/Personnel System (PPS) and Human Resources Line of Business, including EmpowHR and webTA. As project complexities have increased and often involve multiple directorates within GESD along with representatives from customer boards and external agencies, communications have also become multifaceted. Recognizing a need to preserve information integrity, NFC developed a SCR Communication Plan to help control incoming and outgoing communications related to system changes and enhancements.

Objectives

The SCR Communication Plan has the following objectives:

- Define and document the communications vehicles pertaining to Software Change Requests (including SPRs and IRs) and other system notifications
- Increase overall awareness of SCR processing activities at all levels
- Promote adherence to project schedules
- Facilitate Information sharing
- Ensure proper and prompt notifications
- Identify parties responsible for communications activities

Scope

The scope of this plan is to document communication activities related to the Payroll/Personnel, EmpowHR, and webTA systems and includes submission and implementation of Software Change Requests (SCRs). The plan maps out communications activities along with the parties responsible for each activity.

Stakeholders

The primary stakeholders addressed by this communication plan are GESD's external Payroll/Personnel System (PPS), EmpowHR, and webTA customers. Other stakeholders include internal operations customers as well as the software development team.

The various communications vehicles addressed by this plan are intended to inform stakeholders of:

- What kinds of information about the project will be communicated
- To whom the information will be communicated
- When the information will be communicated

- How the messages will be packaged and delivered
- Who is responsible for authoring, producing, and delivering specific messages

Communications

MEETINGS

- GESD Configuration Control Board Meeting (bi-weekly, internal to NFC) – addresses project scheduling and customer schedule issues, as well as resource and technical issues that may impact currently scheduled SCRs
- Project Review Team Meeting (quarterly, Washington D.C.) – addresses customers' SCR status, schedule, process, and communication issues
- Customer Board (quarterly, Washington D.C.) – addresses high-level strategic guidance for GESD Payroll and Personnel systems including EmpowHR, and provides resolution for cross-customer issues
- Ad-hoc Teleconferences to clarify or resolve project issues

INCOMING

- Software Change Request (SCR) and Strategic Value Assessment (SVA) – customer initiated change request and worksheet for determining the strategic value to the requesting organization to be used in determining relative priorities
- GESD Help Desks – telephone-based assistance with payroll and personnel processing questions/problems as well as those related to webTA, DPRS, CLER, FESI, ABCO, and the various online inquiry applications
- Project Status Inquiry – customer email or phone inquiry to Customer Support (or email to GESDREQUEST) to obtain the status of an SCR if information is required beyond that provided on status reports
- Request to expedite SCR – customer email citing the GESD project tracking number, desired implementation pay period (if needed) and justification for expedited handling (see matrix for email routing for scheduled or unscheduled SCR)
- Teleconference – initiated by customer or GESD to clarify requirements or resolve technical issues related to SCR(s)
- Incident Report (IR) – customer initiated report of processing or data problem encountered EmpowHR during day-to-day operations (trouble call becomes IR when problem requires programmer intervention)
- Software Problem Report – customer initiated report of processing or data problem encountered in PPS during day-to-day operations (trouble call becomes SPR when problem requires programmer intervention)
- Internal SCR – includes government-wide legislative and regulatory changes, changes to OPM-owned programs, and any other internal or external changes requiring system/program change to GESD software systems as determined by GESD operations or development management

OUTGOING

- Acknowledgement of receipt and issuance of project tracking number (on receipt of SCR) – provided by the Project Control Office to the SCR submitter and GESD development areas within a maximum of five working days of receipt of SCR
- Project Status Reports to the PRT (bi-weekly) – copy of the GESD CCB notes, GPRT notes, FRD status, IA status, and multi-tabbed Excel spreadsheet detailing status of scheduled SCRs, unscheduled SCRs, closed SCRs, currently open SPRs/IRs, and SPRs closed since preceding report
- IR Status Report – biweekly report of IR status to EmpowHR user community
- Release schedule (annually or when changed) – a timeline of key dates and milestones for each of the three annual software releases, including cutoff dates for customer deliverables
- PPS and EmpowHR Release Notes (after lock-down for each release) – provide a synopsis of the final complement of SCRs to be implemented in a release
- Customer Bulletins (as needed) – provide notice of community-wide changes and potential impact on customers
- Customer Notices (as needed) – provide notice of system issues, events, planned outages and holiday information
- Project Removal Letter (as needed prior to release lock-down) – provides notification of overdue deliverables that may result in SCR being removed from the upcoming release

CUAT (Incoming and Outgoing)

- CUAT Teleconference – to support testing of scheduled releases
- CUAT Meeting Agenda and Test Instructions – agenda and test instructions for pending release
- CUAT PPS Test Strategies – suggested samples of test strategies including test criteria, assumptions, scripts, and test cases
- EmpowHR Test Scripts – instructions for testing EmpowHR release projects
- CUAT Timeline of Events – outline of significant test events and job stream results
- CUAT Issue Summary Report – consolidated report of PPS issues submitted during CUAT
- EmpowHR Open Defect Problem Report (DPR) – consolidated report of open defects for EmpowHR release projects
- CUAT Action Items – action items from scheduled CUAT meetings
- Test Summary of Scheduled Release Projects – report of test status and reported issues/defects by project
- CUAT Lessons Learned – consolidated lessons learned, presented to participating agencies
- Final CUAT Report – summary of testing events and lessons learned
- CUAT Issues Report – tester-submitted issues encountered during testing

- Agency Test Plans and Results – submission of participating agencies’ test plans and results
- CUAT Survey – customer experience and expectations
- CUAT Test Results and Sign-off – tester submitted test results and sign-off

OTHER INFORMATIONAL

NFC Home Page – internet source of information regarding SCR submission, access to PRT information including timelines, PRT meeting notes and other customer resources

Attachments

Attachment 1, “GESD SCR Process Flows,” V2.0, illustrates the high level processing steps and flows in the SCR process.

Attachment 2, “GESD Communications Matrix,” V2.0 details the communication types, audiences, responsibilities, and delivery methods and frequencies.

Change History		
Date	By	Summary
07/27/2011	Cindy Suarez	<ul style="list-style-type: none"> • Teleconference: description of information (all occurrences) • CAPPS, User Group Meetings: frequency to quarterly • Teleconference, Ad hoc: remove customer support email, Primary POC to SRB • Customer SCR info on NFC Home Page: Primary POC to PCO